

Fig. 1

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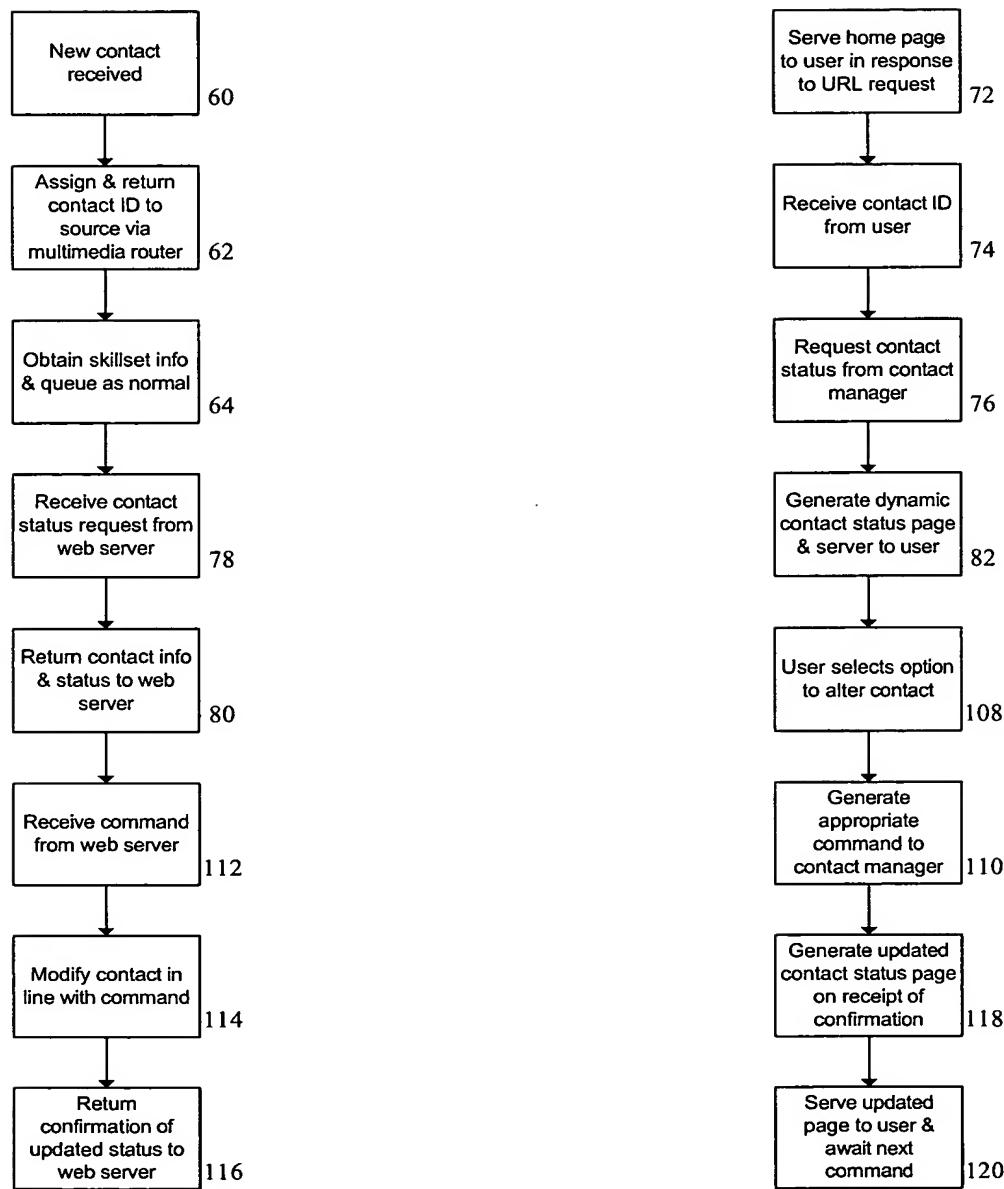


Fig. 2

Fig. 4

File Edit View Favorites Help

Welcome to the Contact Tracking Site

Please enter your Contact ID: 66

And then your
 - phone number or
 - email address or
 - chat/IM nickname
 :
 And then hit "Enter" to retrieve
 your Contact Details

68

70

Fig. 3

File Edit View Favorites Help

Contact Tracker

Contact ID: 120034 96 Current Position in Queue: 12 96 Type: Voice Call 96 Expected Wait Time: 8 min 96 Update Status! 92

Change how your query will be handled... 98

Based on your inputs you have been queued to a **SALES** specialist 99

Tech Support
 Accounts
 Complaints

Other options available are : 100

Please queue to Agent : Andy Bell ▼ 100

98
 102
 104

Fig. 5